

Table of PWS Revisions

Rev. No.	Date	Description	TO Mod No.
1	8/18/2021	Removed section 4.4.2, Edited and Added language in section 8.0, Updated section 10.1	3

**Performance Work Statement (PWS)
Defense Manpower Data Center (DMDC)
Enterprise Information Technology Services (EITS)
Task Order ID – ID03180056010
Secure Internet Protocol Router (SIPR) Token Support**

1.0 INTRODUCTION

Defense Manpower Data Center (DMDC) requires Secure Internet Protocol Router Network (SIPRNet) token support for the exchange of Extensible Markup Language (XML) files and the extraction of card inventory forecast data from the Public Key Infrastructure (PKI) Token Management System (TMS) to support cardstock order/invoice activities.

2.0 BACKGROUND

In 2011, the Director, Operational Test and Evaluation (DOT&E) identified the need for a centralized method to track shipments of SIPRNet tokens from the manufacturer to the System Administrators, and provide management of the lifecycle of the token from manufacture to termination. The Department of Defense (DoD) Public Key Infrastructure (PKI) Program Management Office (PMO) decided to leverage the DMDC Inventory Logistics System (ILS), which manages the logistics for the Common Access Card (CAC) on the Non-Classified Internet Protocol Router Network (NIPRNet). An additional instantiation of the CAC-ILS was deployed for the management of the SIPRNet token in May 2012, called SIPR-ILS. In May 2017 the TMS Central Management of Tokens (CMT) functionality took over the logistics functionality from the SIPR-ILS. DMDC continues to facilitate the exchange of .XML files between the TMS and Smart Card manufacturers.

3.0 SCOPE

The contractor shall provide the personnel and management necessary to support the current SIPRNet Inventory Token support activities.

4.0 REQUIREMENTS The Contractor shall:

4.1 REQUIREMENTS FOR MANAGING CARD PRODUCTS

Support the exchange of the XML descriptor file parameters and descriptions with TMS and card suppliers for incorporation into the TMS inventory management system in accordance with the latest version of the Pre-Issuance Technical Requirements (PITR).

4.2 SIPR Token Requirements for Order Communications:

- 4.2.1** Conduct joint testing with the PKI PMO for files coming from TMS to the manufacturers (e.g., changes in xml file schema; refresh of PKI signing/encryption keys). Support will be on an as needed basis during times of testing. DMDC anticipates two annual test events requiring 10 hours of testing each.
- 4.2.2** Employ the operational Secure File Transfer Program (SFTP) receiving site where PKI PMO securely uploads the XML descriptor files (i.e., Batch Order Descriptor (BOD)/ Shipping Order

Descriptor (SOD)) that communicate the production order data.

4.2.3 Perform BOD/ Batch Delivery Descriptor (BDD) and SOD/ Shipping Delivery Descriptor (SDD) processing to support SIPR Token-related activities. This includes troubleshooting procedures for card vendor file exchange issues; and support for signed and encrypted card product file exchange with SafeNet.

4.2.4 Employ the XML Transfer Tool to sign and encrypt and decrypt and remove a signature from XML files exchanged between TMS and the cardstock manufacturers.

4.2.5 Leverage the token test lab to put certificates on test tokens. This task does not include the cost of the test tokens.

4.3 REQUIREMENTS FOR SIPR TOKEN PROGRAM MANAGEMENT SUPPORT:

4.3.1 Support issue resolution about shipments and tokens from token program managers from the Military Services and DoD agencies. These may include tracking down lost/missing shipments, generation of replacement card orders, researching token arrivals from the manufacturer, etc. Currently there are less than twenty token program managers.

4.3.2 Coordinate with the Defense Information Systems Agency (DISA) to keep them informed of changes in card products that impact middleware vendors, data model changes, architecture changes, and any change that will/could impact card issuance on the Token Management System.

4.3.3 Support the continued development and maintenance of the token roadmap.

4.4 SUBMIT REPORTS

4.4.1 Senior Management Review (SMR)

The Contractor shall follow the requirements identified in PWS Section 5.9.6 of the EITS II Base IDIQ.

4.4.3 Problem Notification Report (PNR)

The Contractor shall follow the PNR requirements identified in PWS Section 5.9.7 of the EITS II Base IDIQ.

5.0 DELIVERABLES

The Government will provide written acceptance, comments and/or change requests, if any, within ten (10) work days from Government receipt of the draft deliverable. The work products and reports shall be delivered in accordance with dates listed in the following table

Deliverable	PWS Ref.	Delivery Date
Joint Test & Summary with the TMS and the DISA Team	4.2.1	As needed and requested by the Government
Senior Management Review (SMR)	4.4.1	No later than the 15 th of each month

Problem Notification Report	4.4.3	Within 3 working days of identification of problem.
Kick-Off Meeting	4.4.2	Within 10 working days of TO Award
Written Summary of Kick-Off meeting	4.4.2	Within 10 working days of TO award

5.0 SECURITY

The contractor shall comply with all security requirements detailed in the PWS of the EITS II BASE IDIQ. In addition, all contractor personnel under this task order shall hold fully-adjudicated and active Public Trust clearances. Contractor personnel shall possess these security clearances at Task Order award.

The Government requires the contractor to establish that applicants or incumbents either employed by the Government or working for the Government under this contract are suitable for the job and are eligible for a public trust position at the appropriate level **prior to contract award** date. This includes the following:

- US Citizen
- Favorable FBI fingerprint check
- Fully adjudicated background investigation completed

6.0 QUALITY SURVEILLANCE

The Contractor shall follow the Quality Assurance requirements identified in the PWS Section 5.11 of the EITS II Base IDIQ.

6.1 Contract Discrepancy Report (CDR)

The Contractor shall follow the requirements identified in PWS Section 5.9.8 of the EITS II Base IDIQ.

6.2 Performance Objective and Thresholds:

The table below identifies the Critical Performance Elements and the respective Performance Standards and Acceptable Quality Levels (AQLs) which the Government will use to determine contractor performance. The incentive for achieving the Acceptable Quality Levels (AQLs) listed in the table below is a positive past performance evaluation. Failure to meet the performance metrics below will result in negative past performance evaluations.

Past Performance Evaluations will be submitted to the Contractor Performance Assessment Reporting System (CPARS) for all government agencies to review. Past Performance Evaluations will contain detailed narratives explaining reasons for positive and negative assessments

PERFORMANCE OBJECTIVE	PERFORMANCE THRESHOLD	Method of Surveillance
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Quality of Service: deliverables are complete and accurate	No more than one (1) set of corrections required for any product provided for a given deliverable. All corrections submitted within one (1) working day of the negotiated suspense.	100% inspection
Schedule: Deliverables are submitted on time.	No more than one (1) late deliverable per month. No deliverable late more than five (5) working days.	100% inspection
Business Relations: Proactive in identifying problems and recommending implementable solutions	Clear and consistent written or verbal responses and/or acknowledgement within one (1) working day of initial government notification.	100% inspection

6.3 Reports, documents, and narrative type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected. The general quality measures, set forth below, will be applied to each deliverable received from the Contractor under this order:

- Accuracy – Deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- Clarity – Deliverables shall be clear and concise; engineering terms shall be used, as appropriate. All diagrams shall be easy to understand, legible, and relevant to the supporting narrative. All acronyms shall be clearly and fully specified upon first use.
- Specifications Validity – All Deliverables must satisfy the requirements of the Government.
- File Editing – Where directed, all text and diagrammatic files shall be editable by the Government.
- Format – Deliverables shall follow DMDC guidance. Where none exists, the Contractor shall coordinate approval of format with the COTR.
- Timeliness – Deliverables shall be submitted on or before the due date specified.

7.0 GOVERNMENT FURNISHED PROPERTY/EQUIPMENT/INFORMATION (GFP/GFE/GFI)

The Government will provide access to: the DMDC landing site for the XML file exchange; a SIPRNet Terminal for accessing the TMS; and those servers and applications required to perform the requirements of this PWS. . No other GFE is anticipated.

8.0 TRANSITION OUT

The contractor shall perform all services necessary to transition the SIPR ILS related tasks performed under this order to another contractor starting 10 October with Transition completed no later than 22 Oct 2021. The government reserves the right to start transition sooner based on mission requirements.

The contractor shall provide a full transition plan to the government 5 business days after award of this extension. The final plan shall be due seven (7) days after receipt of Government comments on the draft.

8.1.1.1 Some releases may still be planned based on product owner approval of the project schedule. The state of the ATO/RMF package shall be completed and transitioned. The proposed project plan from GCE shall be submitted no later than 20 September.

Inventory all GFE and transition to the new vendor. Inventory and plan shall be submitted to the government no later than 22 September 2021.

8.1.1.2 GCE shall submit full draft transition out plan no later than 25 September 2021. The final after government review is due no later than 30 September 2021. The transition out plan shall include at a minimum:

8.1.1.2.1 Transition of technical, function specs and RTMs

8.1.1.2.2 List of all system access the team has as of 20 September 2021

8.1.1.2.3 All artifacts, diagrams

8.1.1.2.4 Recurring meetings

8.1.1.2.5 Shared repositories used (SharePoint, URLs, shared drive locations, OneNote locations) for all artifacts

8.1.1.2.6 token turn in plan

8.1.1.2.7 Group email account clean up

8.1.1.2.8 Staffing plan

8.1.1.2.9 GFE inventory

8.1.1.2.10 Source code, release notes and developer notes locations by application as well as current status of all development tasks

8.1.1.2.11 ATO transition playbook, complete status of all ATOs and all documentation locations

8.1.1.2.12 All reporting performed, recurrence and distro lists

8.1.1.2.13 Troubleshooting guides and Wikis updated and location on SP

8.1.1.2.14 Update all JIRAs with current status

8.1.1.2.15 Location of operational or other SOPs. Develop SOPs where non-existent

8.1.1.2.16 Status of open Tier 3 tickets

- 8.1.1.2.17 Location and status of all Cloud Migration documentation
- 8.1.1.2.18 Standard Operating Procedures (SOP) for all SIPR Operational functions
- 8.1.1.2.19 Operational Contacts – List of customer contacts whom SIPR Operators routinely communicate (Name, contact, reason)
- 8.1.1.2.20 Daily meeting with new contractor and government furring transition.
- 8.1.1.2.21 Side by side transition in the SIPR room, as required by new vendor during transition, not to exceed 4 hours per day.
- 8.1.1.2.22 Maintain all SIPR operations until 30 October or until fully transitioned to new vendor with COR approval.

9.0 APPLICABLE DOCUMENTS

Document	Web link
DoDI 8500.01, Cybersecurity	http://www.dtic.mil/whs/directives/corres/pdf/8500_01_2014.pdf
DoDI 8510.01, Risk Management Framework (RMF) for DoD Information Technology (IT)	http://www.dtic.mil/whs/directives/corres/pdf/8510_01_2014.pdf

10.0 PLACE OF PERFORMANCE

The majority of work performed will be at the Government's facility at the Mark Center in Alexandria, VA. At the Government's direction, the contractor shall attend meetings within the National Capitol area, to include but not limited to the Pentagon, the Hoffman Building, Tysons Corner and Herndon, VA. Occasional travel may also be required, as noted in PWS Section 10.0- Travel.

10.1 PERIOD OF PERFORMANCE

The period of performance for this task order shall be 12 months from date of award with one (1) 12-month option periods. The task order will expire on October 22, 2021

11.0 TRAVEL

The cost reimbursable not-to-exceed travel limit is estimated at \$5,000.00 for each period of performance. It is noted that the travel costs set forth are estimates and the Government reserves the right to increase or decrease this estimate during performance as necessary to meet requirements. Any travel requirements that arise in excess of the limitations set forth above shall be incorporated through a modification to this task order.

Local or long-distance travel may be required to various locations CONUS and OCONUS, as directed by

the Government on a cost-reimbursable basis in accordance with the Joint Travel Regulations (JTR) Standardized Regulations per FAR 31.205-46, Travel Costs. Before contractor travel is executed, authorization must be given by the DMDC COR and GSA COR.

All non-local travel must be pre-approved by the Government and must be in accordance with the applicable Government Travel Regulation.

Note: Specific travel destinations cannot be determined at this time. Travel will be performed at the direction of the Government on a not to exceed basis. Any unused travel amount for the current period of performance will NOT be carried over to the next period of performance. If travel costs are expected to exceed this amount, the contractor shall notify the Contracting Officer's Representative (COR) and obtain written authorization from the GSA Contracting Officer prior to travel.

Costs for transportation may be based upon mileage rates, actual costs incurred, or a combination thereof, provided the method used results in a reasonable charge. Travel costs will be considered reasonable and allowable only to the extent that they do not exceed on a daily basis, the maximum per diem rates in effect at the time of the travel.

12.0 INSPECTION, ACCEPTANCE AND PAYMENT

12.1 The Government will designate officials who have been delegated specific technical, functional and oversight responsibilities for this contract. The designated officials are responsible for inspection and acceptance of all services, incoming shipments, documents and services.

12.1.1 Delivery Address

All deliverables shall be submitted to the designated DMDC POC's. Additionally, if directed, the Contractor shall upload the deliverables into the GSA ITSS Portal.

12.1.2 Method of Delivery

The Contractor shall provide all deliverables and reports in the format of which to be defined or approved by the Government and subject to change over the course of the task order.

12.1.3 Acceptance Criteria

Acceptance by the Government of satisfactory services provided is contingent upon the Contractor performing in accordance with the performance standards contained in EITS II Contract ID03180056 and all terms and conditions of this Task Order, including all modifications.

12.1.4 Acceptance of Deliverables

The Government has 15 calendar days to review any draft documents and notify the contractor of approval or recommended changes to be made in the final version. If the Government does not provide an approval within the 15 days, the Contractor shall not assume that the deliverable is accepted by the Government. The contractor shall request a status update from the GSA COR. Final deliverables are then

due within 10 working days after receipt of any Government comments on the draft. The Government COR has the final determination as to the format and the method that deliverables are submitted.

12.2 Invoicing

Requirements identified in the GSA Invoice Clause included in the EITS II Section B to E will be followed.